

Report title: Police and Crime Plan Performance Measures – Quarter 4 2021/22	
Report to: Essex Police, Fire and Crime Panel	
Report author: The Police, Fire and Crime Commissioner for Essex	
Date: 23 June 2022	For: Noting and comment
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County Divisions affected: All Essex	

1. Purpose of Report

- 1.1 The purpose of this report is to provide an overview of Essex Police's progress in delivering the priorities set out in the Police and Crime Plan, based on data and other information to the end of March 2022.

2. Recommendations

- 2.1 That members of the Panel note and comment / seek clarity as appropriate on the content of the report and attached appendix.

3. Context / Summary

- 3.1 The attached quarterly report, produced by Essex Police and scrutinised at the monthly Performance and Resources Board chaired by the Commissioner, provides highlight reporting against the priorities set out in the Plan.
- 3.2 This is the last iteration of this report, which focuses on the priorities of the Police and Crime Plan, as extended for 2020/21. Since the Police and Crime Plan 2021 – 2024 was adopted, work has been undertaken to develop new performance measures that reflect the new strategic commitments relating to targeted prevention and early intervention. This work will be reflected in future performance reports to the Panel.
- 3.3 To put into context the circumstances in which the levels of performance described in this report were achieved:
- Emergency call handling decreased by 6% compared to the previous quarter. The Force Control Room received 82,621 emergency (999) calls during the quarter, which is 5,599 fewer than in Quarter 3. Meanwhile there was a 6% increase in non-emergency (101) calls, from 60,789 to 64,230 (+3,441).
 - The Resolution Centre continues to deal with a high volume of investigations that would otherwise have been dealt with by frontline officers. 50,629

Athena investigations were recorded and processed by the Resolution Centre demand team in Quarter 4. This represents a 19.5% increase (8,205 more investigations) compared to the same quarter the previous year. 3% (714) more non-emergency (101) calls were also received and dealt with by the Resolution Centre in Quarter 4 compared with Quarter 3.

3.4 During Quarter 4, highlights with regard to performance include:

- Volunteering continues to be strong within policing in Essex. The dedicated Essex Specials recruitment campaign has continued to attract new Special Constables into Essex Police, which in turn provides a pipeline for recruitment into the regulars. 10 parishes are supported by 15 Community Special Constables and 52 companies across Essex support 100 Specials through the Employer Supported Policing scheme. The cadre of Police Support Volunteers also continues to grow and to be deployed across the force, including into new roles within the Casualty Bureau. In addition, seven recruitment events held during Quarter 4 led to an increase of 120 Volunteer Police Cadets (bringing the total to 340) and 10 Volunteer Cadet Leaders (bringing the total to 80) across the 13 Cadet Units. A new Community Speed Watch scheme is also being established in Ingatestone and the Epping scheme is being revived after a period of inactivity.
- Despite the increase in call volume, the 101 average answer time was 2 mins 43 seconds. This had improved by 30.7%, from 3 mins 50 seconds in the previous quarter.
- Partnership working continues to be recognised as an important approach within the force. In line with this, the Local Policing Support Unit (LPSU) has introduced a Strategic Coordination Group which brings together Community Safety Partnerships, Community Safety Managers, Crime Stoppers, Police Support Volunteer leads, District Commanders, Active Citizens, the Special Constabulary, Volunteer Police Cadets, Accredited Persons, Street Pastors, Community Speed Watch and Essex Watch groups, all of which are focused on delivering organised, proactive community engagements, and providing more local, visible policing and access to police and partners. The new Baker Community Safety Hub in Brentwood also opened on 18 March 2022, including representation from Essex Police, Brentwood Borough Council, the Essex County Fire and Rescue Service, the South Essex Parking Partnership, the Probation Service and social care.
- Essex Police recorded 64 disruptions against Organised Crime Groups in the latest quarterly regional data, compared with a regional average of 33 disruptions. Essex Police maintained its position as the top performing force in the region against this measure throughout the whole of 2021/22.
- The number of Hate Crime Ambassadors has expanded across all Local Policing Areas (LPAs). The number of Hate Incident Reporting Centres (HIRCs) increased by two in the South LPA, while availability has increased within the existing centres in the West LPA.

3.5 In terms of areas for continued focus:

- Although call answering times in the Force Control Room improved, the increase in call demand impacted the average answer time for public calls

received by the Resolution Centre. During Quarter 4, this was 6 mins 30 secs, which is 2 mins 32 secs longer than during the previous quarter and will continue to be closely monitored going forward.

- Due to court delays, which have been exacerbated by COVID, some cases are still taking longer than usual to get to trial, resulting in some victims withdrawing their support for prosecutions. Essex Police continues to work to build the trust and confidence of victims so that they remain in the criminal justice system wherever possible. For example, it has reviewed and changed the process by which victims of sexual violence are referred to commissioned support services to ensure that more victims get the earliest possible access to specialist support. This is designed to decrease the likelihood of victims withdrawing from an investigation. The Force Growth programme has also seen the creation of Domestic Abuse Problem Solving Teams (DAPSTs), which have worked successfully with partner agencies to engage with the highest risk and often most reluctant victims and allow for prosecutions against the most entrenched and chaotic domestic abuse offenders. Where victims are unsupportive of prosecutions and the police wish to pursue an evidence-led prosecution, the North Domestic Abuse Investigation Team (DAIT) has developed relationships with the Crown Prosecution Service, through which a pathway has been agreed which will see the CPS provide early evidential advice to the force.
- During Quarter 4 of 2021/22, 155 people were killed or seriously injured following road traffic collisions, compared with 128 during the same period the previous year. Nine of these were fatalities, which is three times as many as during the final quarter of the previous year. These figures are linked to a 5.9% increase in the number of people arrested for drink / drug driving offences, from 661 in Quarter 4 of 2020/21 to 700 in the same period of 2021/22.

4. Appendices

Appendix 1 – Police and Crime Plan Quarterly Update – Quarter 4 2021/22